Enterprise Incident Report May 2012

As of 6/4/2012

Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Human Resource Management	Application Services	Bart Purser	1 0	0 0	1 0
		Dustin Crump	1 0	0 0	1 0
		Paul Lundell	3 0	0 0	3 0
		Terry Forsgren	1 0	0 0	1 0
		Assigned to Individual Total	6 0	0 0	6 0
	Application Support - WIC	Matthew Earl	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Capitol Desktop Support	Brian Bintz	17 3	0 0	17 3
		Scott Wunderlich	2 0	0 0	2 0
		Assigned to Individual Total	19 3	0 0	19 3
	Capitol Hosting	Dale Hicks	1 0	0 0	1 0

Human Resource Management

			Low	Medium	FCR Total
Human Resource Management	Capitol Hosting	**Assigned to Individual Total**	1 0	0 0	1 0
	Help Desk	Brenda Treadway	1 1	0 0	1 1
		Eileen Dubach	1 1	0 0	1 1
		James Stearns	1 1	0 0	1 1
		Julie VanBeekum	5 5	0 0	5 5
		Vicky Marrelli	5 4	0 0	5 4
		Assigned to Individual Total	13 12	0 0	13 12
	Metro A Desktop Support	Adam Staks	1 0	0 0	1 0
		Edward Fortner	4 1	0 0	4 1
		Mike Wilde	3 0	0 0	3 0
		Robert Wall	1 1	0 0	1 1
		Tracy VanderVaart	1 0	0 0	1 0
		Assigned to Individual Total	10 2	0 0	10 2
	Metro A Help Desk	Cindy Schroeder	3 2	0 0	3 2

Human Resource Management

			Low	Medium	FCR Total
Human Resource Management	Metro A Help Desk	Ed Conrad	2 1	0 0	2 1
		Liz Evans	1 0	0 0	1 0
		Assigned to Individual Total	6 3	0 0	6 3
	Metro B Desktop Support	Annice Valdez	1 0	0 0	1 0
		Anthony Booyse	3 0	0 0	3 0
		Bill Crowther	2 0	0 0	2 0
		Jay Locker	1 0	0 0	1 0
		Ken Bolkcom	1 0	1 0	2 0
		Stephanie Young	1 0	0 0	1 0
		Assigned to Individual Total	9 0	1 0	10 0
	Metro B Help Desk	Gary Graham	2 2	0 0	2 2
		Janet Hongsyvilay	2 2	0 0	2 2
		Val Shepherd	3 2	0 0	3 2
		Assigned to Individual Total	7 6	0 0	7 6

Human Resource Management

			Low	Medium	FCR Total
Human Resource Management	Metro B Hosting	Paul Seager	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Desktop Support	Chad D Fowers	3 0	0 0	3 0
		Assigned to Individual Total	3 0	0 0	3 0
	Metro C Help Desk	Cindy Romrell	5 5	0 0	5 5
		Ross Owen	1 1	0 0	1 1
		Torrens Arnold	2 2	0 0	2 2
		Assigned to Individual Total	8 8	0 0	8 8
	Metro D Desktop Support	Dusty Serr	1 0	0 0	1 0
		Eldon Jenson	1 1	0 0	1 1
		Philip Henderson	5 5	0 0	5 5
		Assigned to Individual Total	7 6	0 0	7 6
	Metro D Hosting	David Hert	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1

Human Resource Management

			Low	Medium	FCR Total
Human Resource Management	Operations Production Control	Christie Burnham	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Rural Central Desktop Support	John Donaldson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	2 0	0 0	2 0
		Julie Sabato	2 0	0 0	2 0
		Kelly L Johnson	1 0	0 0	1 0
		Leon Owen	1 0	0 0	1 0
		Romanza Hamblin Sorensen	6 5	0 0	6 5
		Assigned to Individual Total	12 5	0 0	12 5
	Voice/Data/WAN Services	Spencer Blodgett	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		107 48	1 0	108 48
Customer Company Total			107 48	1 0	108 48

Human Resource Management

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response		
			Low	Medium	MIR Total
Human Resource Management	Application Services	Bart Purser	1 0	0 0	1 0
		Dustin Crump	1 0	0 0	1 0
		Paul Lundell	3 1	0 0	3 1
		Terry Forsgren	1 0	0 0	1 0
		Assigned to Individual Total	6 1	0 0	6 1
	Application Support - WIC	Matthew Earl	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Capitol Desktop Support	Brian Bintz	17 3	0 0	17 3
		Scott Wunderlich	2 0	0 0	2 0
		Assigned to Individual Total	19 3	0 0	19 3
	Capitol Hosting	Dale Hicks	1 0	0 0	1 0

Human Resource Management

			Low	Medium	MIR Total
Human Resource Management	Capitol Hosting	Assigned to Individual Total	10	0	10
	Help Desk	Brenda Treadway	10	0	10
		Eileen Dubach	10	0	10
		James Stearns	10	0	10
		Julie VanBeekum	50	0	50
		Vicky Marrelli	50	0	50
		Assigned to Individual Total	130	0	130
	Metro A Desktop Support	Adam Staks	10	0	10
		Edward Fortner	40	0	40
		Mike Wilde	30	0	30
		Robert Wall	10	0	10
		Tracy VanderVaart	10	0	10
		Assigned to Individual Total	100	0	100
	Metro A Help Desk	Cindy Schroeder	30	0	30

Human Resource Management

			Low	Medium	MIR Total
Human Resource Management	Metro A Help Desk	Ed Conrad	20	0 0	20
		Liz Evans	10	0 0	10
		Assigned to Individual Total	60	0 0	60
	Metro B Desktop Support	Annice Valdez	10	0 0	10
		Anthony Booyse	30	0 0	30
		Bill Crowther	20	0 0	20
		Jay Locker	10	0 0	10
		Ken Bolkcom	10	1 0	20
		Stephanie Young	10	0 0	10
		Assigned to Individual Total	90	1 0	100
	Metro B Help Desk	Gary Graham	20	0 0	20
		Janet Hongsyvilay	20	0 0	20
		Val Shepherd	30	0 0	30
		Assigned to Individual Total	70	0 0	70

Human Resource Management

			Low	Medium	MIR Total
Human Resource Management	Metro B Hosting	Paul Seager	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Desktop Support	Chad D Fowers	3 1	0 0	3 1
		Assigned to Individual Total	3 1	0 0	3 1
	Metro C Help Desk	Cindy Romrell	5 0	0 0	5 0
		Ross Owen	1 0	0 0	1 0
		Torrens Arnold	2 0	0 0	2 0
		Assigned to Individual Total	8 0	0 0	8 0
	Metro D Desktop Support	Dusty Serr	1 0	0 0	1 0
		Eldon Jenson	1 0	0 0	1 0
		Philip Henderson	5 0	0 0	5 0
		Assigned to Individual Total	7 0	0 0	7 0
	Metro D Hosting	David Hert	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0

Human Resource Management

			Low	Medium	MIR Total
Human Resource Management	Operations Production Control	Christie Burnham	10	0	10
		Assigned to Individual Total	10	0	10
	Rural Central Desktop Support	John Donaldson	10	0	10
		Assigned to Individual Total	10	0	10
	Voice Operations	Gail Christiansen	20	0	20
		Julie Sabato	20	0	20
		Kelly L Johnson	10	0	10
		Leon Owen	10	0	10
		Romanza Hamblin Sorensen	60	0	60
		Assigned to Individual Total	120	0	120
	Voice/Data/WAN Services	Spencer Blodgett	10	0	10
		Assigned to Individual Total	10	0	10
	Assigned Group Total		1075	10	1085
Customer Company Total			1075	10	1085

Human Resource Management

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

			Top Number - Total Incidents Bottom Number -Average time in hours		
Customer Company	Assigned Group	Assigned to Individual	Low	Medium	ATTIR Total
Human Resource Management	Application Services	Bart Purser	1 0.19	0 0.00	1 0.19
		Dustin Crump	1 0.08	0 0.00	1 0.08
		Paul Lundell	3 1.01	0 0.00	3 1.01
		Terry Forsgren	1 0.08	0 0.00	1 0.08
		Assigned to Individual Total	6 0.56	0 0.00	6 0.56
	Application Support - WIC	Matthew Earl	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Capitol Desktop Support	Brian Bintz	17 0.60	0 0.00	17 0.60
		Scott Wunderlich	2 0.23	0 0.00	2 0.23
		Assigned to Individual Total	19 0.56	0 0.00	19 0.56
	Capitol Hosting	Dale Hicks	1 0.35	0 0.00	1 0.35

Human Resource Management

			Low	Medium	ATTIR Total
Human Resource Management	Capitol Hosting	Assigned to Individual Total	1 0.35	0 0.00	1 0.35
	Help Desk	Brenda Treadway	1 0.00	0 0.00	1 0.00
		Eileen Dubach	1 0.00	0 0.00	1 0.00
		James Stearns	1 0.06	0 0.00	1 0.06
		Julie VanBeekum	5 0.00	0 0.00	5 0.00
		Vicky Marrelli	5 0.04	0 0.00	5 0.04
		Assigned to Individual Total	13 0.02	0 0.00	13 0.02
	Metro A Desktop Support	Adam Staks	1 0.00	0 0.00	1 0.00
		Edward Fortner	4 0.10	0 0.00	4 0.10
		Mike Wilde	3 0.00	0 0.00	3 0.00
		Robert Wall	1 0.01	0 0.00	1 0.01
		Tracy VanderVaart	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	10 0.04	0 0.00	10 0.04
	Metro A Help Desk	Cindy Schroeder	3 0.00	0 0.00	3 0.00

Human Resource Management

			Low	Medium	ATTIR Total
Human Resource Management	Metro A Help Desk	Ed Conrad	2 0.00	0 0.00	2 0.00
		Liz Evans	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	6 0.02	0 0.00	6 0.02
	Metro B Desktop Support	Annice Valdez	1 0.00	0 0.00	1 0.00
		Anthony Booyse	3 0.07	0 0.00	3 0.07
		Bill Crowther	2 0.22	0 0.00	2 0.22
		Jay Locker	1 0.08	0 0.00	1 0.08
		Ken Bolkcom	1 0.05	1 0.18	2 0.11
		Stephanie Young	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	9 0.10	1 0.18	10 0.11
	Metro B Help Desk	Gary Graham	2 0.15	0 0.00	2 0.15
		Janet Hongsyvilay	2 0.00	0 0.00	2 0.00
		Val Shepherd	3 0.08	0 0.00	3 0.08
		Assigned to Individual Total	7 0.08	0 0.00	7 0.08

Human Resource Management

Human Resource Management			Low	Medium	ATTIR Total
Human Resource Management	Metro B Hosting	Paul Seager	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Desktop Support	Chad D Fowers	3 1.06	0 0.00	3 1.06
		Assigned to Individual Total	3 1.06	0 0.00	3 1.06
	Metro C Help Desk	Cindy Romrell	5 0.00	0 0.00	5 0.00
		Ross Owen	1 0.00	0 0.00	1 0.00
		Torrens Arnold	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	8 0.00	0 0.00	8 0.00
	Metro D Desktop Support	Dusty Serr	1 0.21	0 0.00	1 0.21
		Eldon Jenson	1 0.00	0 0.00	1 0.00
		Philip Henderson	5 0.00	0 0.00	5 0.00
		Assigned to Individual Total	7 0.03	0 0.00	7 0.03
	Metro D Hosting	David Hert	1 0.80	0 0.00	1 0.80
		Assigned to Individual Total	1 0.80	0 0.00	1 0.80

Human Resource Management

			Low	Medium	ATTIR Total
Human Resource Management	Operations Production Control	Christie Burnham	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	John Donaldson	1 0.23	0 0.00	1 0.23
		Assigned to Individual Total	1 0.23	0 0.00	1 0.23
	Voice Operations	Gail Christiansen	2 0.42	0 0.00	2 0.42
		Julie Sabato	2 0.21	0 0.00	2 0.21
		Kelly L Johnson	1 0.00	0 0.00	1 0.00
		Leon Owen	1 0.31	0 0.00	1 0.31
		Romanza Hamblin Sorensen	6 0.35	0 0.00	6 0.35
		Assigned to Individual Total	12 0.31	0 0.00	12 0.31
	Voice/Data/WAN Services	Spencer Blodgett	1 0.02	0 0.00	1 0.02
		Assigned to Individual Total	1 0.02	0 0.00	1 0.02
	Assigned Group Total		107 0.23	1 0.18	108 0.23
Customer Company Total			107 0.23	1 0.18	108 0.23

Human Resource Management

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Human Resource Management	Application Services	Bart Purser	1 0	0 0	1 0
		Dustin Crump	1 0	0 0	1 0
		Paul Lundell	3 0	0 0	3 0
		Terry Forsgren	1 0	0 0	1 0
		Assigned to Individual Total	6 0	0 0	6 0
	Application Support - WIC	Matthew Earl	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Capitol Desktop Support	Brian Bintz	17 0	0 0	17 0
		Scott Wunderlich	2 0	0 0	2 0
		Assigned to Individual Total	19 0	0 0	19 0
	Capitol Hosting	Dale Hicks	1 0	0 0	1 0

Human Resource Management

			Low	Medium	MR Total
Human Resource Management	Capitol Hosting	Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	1 0	0 0	1 0
		Eileen Dubach	1 0	0 0	1 0
		James Stearns	1 0	0 0	1 0
		Julie VanBeekum	5 0	0 0	5 0
		Vicky Marrelli	5 0	0 0	5 0
		Assigned to Individual Total	13 0	0 0	13 0
	Metro A Desktop Support	Adam Staks	1 0	0 0	1 0
		Edward Fortner	4 0	0 0	4 0
		Mike Wilde	3 0	0 0	3 0
		Robert Wall	1 0	0 0	1 0
		Tracy VanderVaart	1 0	0 0	1 0
		Assigned to Individual Total	10 0	0 0	10 0
	Metro A Help Desk	Cindy Schroeder	3 0	0 0	3 0

Enterprise Incident Report May 2012
As of 6/4/2012

Human Resource Management

			Low	Medium	MR Total
Human Resource Management	Metro A Help Desk	Ed Conrad	2 0	0 0	2 0
		Liz Evans	1 0	0 0	1 0
		Assigned to Individual Total	6 0	0 0	6 0
	Metro B Desktop Support	Annice Valdez	1 0	0 0	1 0
		Anthony Booyse	3 1	0 0	3 1
		Bill Crowther	2 0	0 0	2 0
		Jay Locker	1 0	0 0	1 0
		Ken Bolkcom	1 0	1 0	2 0
		Stephanie Young	1 0	0 0	1 0
		Assigned to Individual Total	9 1	1 0	10 1
	Metro B Help Desk	Gary Graham	2 0	0 0	2 0
		Janet Hongsyvilay	2 0	0 0	2 0
		Val Shepherd	3 0	0 0	3 0
		Assigned to Individual Total	7 0	0 0	7 0

Enterprise Incident Report May 2012
As of 6/4/2012

Human Resource Management

			Low	Medium	MR Total
Human Resource Management	Metro B Hosting	Paul Seager	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Desktop Support	Chad D Fowers	3 2	0 0	3 2
		Assigned to Individual Total	3 2	0 0	3 2
	Metro C Help Desk	Cindy Romrell	5 0	0 0	5 0
		Ross Owen	1 0	0 0	1 0
		Torrens Arnold	2 0	0 0	2 0
		Assigned to Individual Total	8 0	0 0	8 0
	Metro D Desktop Support	Dusty Serr	1 0	0 0	1 0
		Eldon Jenson	1 0	0 0	1 0
		Philip Henderson	5 0	0 0	5 0
		Assigned to Individual Total	7 0	0 0	7 0
	Metro D Hosting	David Hert	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0

Enterprise Incident Report May 2012

As of **6/4/2012**

Human Resource Management

			Low	Medium	MR Total
Human Resource Management	Operations Production Control	Christie Burnham	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural Central Desktop Support	John Donaldson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	2 0	0 0	2 0
		Julie Sabato	2 0	0 0	2 0
		Kelly L Johnson	1 0	0 0	1 0
		Leon Owen	1 0	0 0	1 0
		Romanza Hamblin Sorensen	6 0	0 0	6 0
		Assigned to Individual Total	12 0	0 0	12 0
	Voice/Data/WAN Services	Spencer Blodgett	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		107 3	1 0	108 3
Customer Company Total			107 3	1 0	108 3

Human Resource Management

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Human Resource Management	Application Services	Bart Purser	1 0.20	0 0.00	1 0.20
		Dustin Crump	1 1.90	0 0.00	1 1.90
		Paul Lundell	3 1.21	0 0.00	3 1.21
		Terry Forsgren	1 0.61	0 0.00	1 0.61
		Assigned to Individual Total	6 1.06	0 0.00	6 1.06
	Application Support - WIC	Matthew Earl	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Capitol Desktop Support	Brian Bintz	17 1.53	0 0.00	17 1.53
		Scott Wunderlich	2 1.04	0 0.00	2 1.04
		Assigned to Individual Total	19 1.48	0 0.00	19 1.48
	Capitol Hosting	Dale Hicks	1 2.38	0 0.00	1 2.38

Human Resource Management

			Low	Medium	ATTR Total
Human Resource Management	Capitol Hosting	Assigned to Individual Total	1 2.38	0 0.00	1 2.38
	Help Desk	Brenda Treadway	1 0.00	0 0.00	1 0.00
		Eileen Dubach	1 0.00	0 0.00	1 0.00
		James Stearns	1 0.06	0 0.00	1 0.06
		Julie VanBeekum	5 0.03	0 0.00	5 0.03
		Vicky Marrelli	5 0.04	0 0.00	5 0.04
		Assigned to Individual Total	13 0.03	0 0.00	13 0.03
	Metro A Desktop Support	Adam Staks	1 0.00	0 0.00	1 0.00
		Edward Fortner	4 0.82	0 0.00	4 0.82
		Mike Wilde	3 0.31	0 0.00	3 0.31
		Robert Wall	1 1.64	0 0.00	1 1.64
		Tracy VanderVaart	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	10 0.59	0 0.00	10 0.59
	Metro A Help Desk	Cindy Schroeder	3 2.17	0 0.00	3 2.17

Enterprise Incident Report May 2012
As of 6/4/2012

Human Resource Management

			Low	Medium	ATTR Total
Human Resource Management	Metro A Help Desk	Ed Conrad	2 0.13	0 0.00	2 0.13
		Liz Evans	1 0.29	0 0.00	1 0.29
		Assigned to Individual Total	6 1.18	0 0.00	6 1.18
	Metro B Desktop Support	Annice Valdez	1 0.03	0 0.00	1 0.03
		Anthony Booyse	3 3.88	0 0.00	3 3.88
		Bill Crowther	2 0.22	0 0.00	2 0.22
		Jay Locker	1 3.39	0 0.00	1 3.39
		Ken Bolkcom	1 0.36	1 0.24	2 0.30
		Stephanie Young	1 0.85	0 0.00	1 0.85
		Assigned to Individual Total	9 1.86	1 0.24	10 1.70
	Metro B Help Desk	Gary Graham	2 0.20	0 0.00	2 0.20
		Janet Hongsyvilay	2 0.31	0 0.00	2 0.31
		Val Shepherd	3 0.08	0 0.00	3 0.08
		Assigned to Individual Total	7 0.18	0 0.00	7 0.18

Human Resource Management

Human Resource Management			Low	Medium	ATTR Total
Human Resource Management	Metro B Hosting	Paul Seager	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Desktop Support	Chad D Fowers	3 7.35	0 0.00	3 7.35
		Assigned to Individual Total	3 7.35	0 0.00	3 7.35
	Metro C Help Desk	Cindy Romrell	5 0.00	0 0.00	5 0.00
		Ross Owen	1 0.00	0 0.00	1 0.00
		Torrens Arnold	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	8 0.00	0 0.00	8 0.00
	Metro D Desktop Support	Dusty Serr	1 2.31	0 0.00	1 2.31
		Eldon Jenson	1 0.06	0 0.00	1 0.06
		Philip Henderson	5 0.80	0 0.00	5 0.80
		Assigned to Individual Total	7 0.91	0 0.00	7 0.91
	Metro D Hosting	David Hert	1 3.82	0 0.00	1 3.82
		Assigned to Individual Total	1 3.82	0 0.00	1 3.82

Human Resource Management

			Low	Medium	ATTR Total
Human Resource Management	Operations Production Control	Christie Burnham	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	John Donaldson	1 0.23	0 0.00	1 0.23
		Assigned to Individual Total	1 0.23	0 0.00	1 0.23
	Voice Operations	Gail Christiansen	2 0.98	0 0.00	2 0.98
		Julie Sabato	2 0.38	0 0.00	2 0.38
		Kelly L Johnson	1 0.00	0 0.00	1 0.00
		Leon Owen	1 0.31	0 0.00	1 0.31
		Romanza Hamblin Sorensen	6 0.83	0 0.00	6 0.83
		Assigned to Individual Total	12 0.67	0 0.00	12 0.67
	Voice/Data/WAN Services	Spencer Blodgett	1 0.02	0 0.00	1 0.02
		Assigned to Individual Total	1 0.02	0 0.00	1 0.02
	Assigned Group Total		107 1.02	1 0.24	108 1.01
Customer Company Total			107 1.02	1 0.24	108 1.01

Human Resource Management

Detail

INC000000507328	Patricia Barrett	Telecom	Voice Mail	Telephone		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Closed	TTR Missed: No	0.58
INC000000507463	Kim Diamond-Smith	None	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Ken Bolkcom	Human Resource Management	Medium	Closed	TTR Missed: No	0.24
INC000000507680	Angela Evans	Application	Error	Vision		TIR Missed: No	0.00
	Application Support - WIC	Matthew Earl	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000507702	Carlos Rodriguez	Application	None	Novell GroupWise		TIR Missed: No	0.41
	Application Services	Paul Lundell	Human Resource Management	Low	Closed	TTR Missed: No	0.41
INC000000507801	Bart Olsen	None	None	None		TIR Missed: No	0.38
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.74
INC000000508543	Melissa Little	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000509221	Tami Hart	PC/Laptop	Error	None		TIR Missed: No	0.13
	Metro B Desktop Support	Anthony Booyse	Human Resource Management	Low	Closed	TTR Missed: Yes	6.45
INC000000509288	Lyndrea Schauer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000509370	Michelle Campbell	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Human Resource Management	Low	Closed	TTR Missed: No	0.09
INC000000509699	Sarah Tice	Application	None	Novell GroupWise		TIR Missed: No	0.46
	Application Services	Paul Lundell	Human Resource Management	Low	Closed	TTR Missed: No	1.01
INC000000509834	Jolene Davis	None	None	None		TIR Missed: No	0.23
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Closed	TTR Missed: No	0.23
INC000000509903	Patty Young	None	None	None		TIR Missed: No	0.31
	Metro B Help Desk	Gary Graham	Human Resource Management	Low	Closed	TTR Missed: No	0.31
INC000000510069	Monica Jimenez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000510113	Lyndrea Schauer	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.26
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	4.80
INC000000510140	Lyndrea Schauer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000510273	Debra Valentine	Application	None	None		TIR Missed: No	0.30
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Closed	TTR Missed: No	0.61

Human Resource Management

INC000000510421	Bart Olsen	Application	Error	Utah Master Directory	TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000510578	Darrell Romney	None	None	None	TIR Missed:	No	0.00
	Metro B Hosting	Paul Seager	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000510677	Debra Valentine	Wireless Connectivity	Performance	None	TIR Missed:	No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000511007	Brenda May	Application	None	Novell GroupWise	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000511256	Dana Powers	Application	Error	None	TIR Missed:	No	0.01
	Metro A Desktop Support	Robert Wall	Human Resource Management	Low	Closed	TTR Missed: No	1.64
INC000000511298	Cathy Lewis	PC/Laptop	Performance	None	TIR Missed:	No	0.00
	Metro A Desktop Support	Edward Fortner	Human Resource Management	Low	Closed	TTR Missed: No	1.02
INC000000511598	Debbie Martinez-Orth	Telecom	Dial Tone	Telephone	TIR Missed:	No	0.00
	Voice Operations	Kelly L Johnson	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000511609	Debbie Martinez-Orth	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000511652	Angela Abbott	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.16
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Closed	TTR Missed: No	1.47
INC000000512216	Jay Jensen	Telecom	Feature	Telephone	TIR Missed:	No	0.51
	Voice Operations	Gail Christiansen	Human Resource Management	Low	Closed	TTR Missed: No	1.63
INC000000512218	Karen Heaton	Application	Error	Novell GroupWise	TIR Missed:	No	0.19
	Application Services	Bart Purser	Human Resource Management	Low	Closed	TTR Missed: No	0.20
INC000000512346	Alan Owens	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Closed	TTR Missed: No	0.17
INC000000512593	Cathy Lewis	PC/Laptop	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Human Resource Management	Low	Closed	TTR Missed: No	2.74
INC000000513019	Brenda May	PC/Laptop	Performance	None	TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000513180	Melissa Little	PC/Laptop	None	None	TIR Missed:	No	0.03
	Metro C Desktop Support	Chad D Fowers	Human Resource Management	Low	Closed	TTR Missed: Yes	11.99
INC000000513395	Linda Trujillo	Application	Error	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Eldon Jenson	Human Resource Management	Low	Closed	TTR Missed: No	0.06
INC000000513401	Cassandra Opheikens	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Philip Henderson	Human Resource Management	Low	Closed	TTR Missed: No	0.21

Human Resource Management

INC000000513488	Debi Tripp	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000513560	Kimball Tanner	Application	Password	ZENworks for Desktops	TIR Missed: No	0.27
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.36
INC000000513694	Jennifer Wakefield	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Human Resource Management	Low	Closed	TTR Missed: No	3.53
INC000000513883	Rick Hughes	Telecom	Voice Mail	Telephone	TIR Missed: No	0.31
Voice Operations	Leon Owen	Human Resource Management	Low	Closed	TTR Missed: No	0.31
INC000000514309	Jay Jensen	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000514409	Debbie Martinez-Orth	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro A Desktop Support	Mike Wilde	Human Resource Management	Low	Closed	TTR Missed: No	0.19
INC000000514592	Rosanne Ricks	Application	Password	Citrix ICA Client	TIR Missed: No	0.08
Application Services	Terry Forsgren	Human Resource Management	Low	Closed	TTR Missed: No	0.61
INC000000514747	Michelle Watts	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Human Resource Management	Low	Closed	TTR Missed: No	1.15
INC000000514750	Michelle Imperiale	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Human Resource Management	Low	Closed	TTR Missed: No	1.18
INC000000514753	Linda Trujillo	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Human Resource Management	Low	Closed	TTR Missed: No	1.09
INC000000514794	Marian Capito	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Human Resource Management	Low	Closed	TTR Missed: No	0.35
INC000000515047	Rosanne Ricks	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Anthony Booyse	Human Resource Management	Low	Closed	TTR Missed: No	2.93
INC000000515061	Denice Graham	None	None	None	TIR Missed: No	0.07
Metro B Desktop Support	Anthony Booyse	Human Resource Management	Low	Closed	TTR Missed: No	2.26
INC000000515088	Linda Trujillo	Application	None	PGP	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000515246	Christa Rowland	None	None	None	TIR Missed: No	0.12
Metro A Desktop Support	Edward Fortner	Human Resource Management	Low	Closed	TTR Missed: No	1.43
INC000000515846	Jay Jensen	Application	Reporting	Microsoft Office	TIR Missed: No	0.00
Metro A Desktop Support	Mike Wilde	Human Resource Management	Low	Closed	TTR Missed: No	0.43
INC000000515944	Patricia M Kingsbury	PC/Laptop	Error	None	TIR Missed: No	0.19
Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	0.20

Human Resource Management

INC000000516087	Enid Bourgeois	Telecom	None	Telephone		TIR Missed:	No	0.34
Voice Operations		Gail Christiansen	Human Resource Management	Low	Closed	TTR Missed:	No	0.34
INC000000516144	Jennifer Wakefield	None	None	None		TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed:	No	0.15
INC000000516479	Kathy Mares	Application	None	Novell GroupWise		TIR Missed:	No	0.00
Metro B Help Desk		Val Shepherd	Human Resource Management	Low	Closed	TTR Missed:	No	0.00
INC000000516534	Bart Olsen	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed:	No	0.08
Application Services		Dustin Crump	Human Resource Management	Low	Closed	TTR Missed:	No	1.90
INC000000516654	Bill Brandon	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.35
Capitol Hosting		Dale Hicks	Human Resource Management	Low	Closed	TTR Missed:	No	2.38
INC000000516828	Bart Olsen	PC/Laptop	None	None		TIR Missed:	No	0.25
Capitol Desktop Support		Brian Bintz	Human Resource Management	Low	Closed	TTR Missed:	No	1.29
INC000000517002	Glenn Parsons	Application	Reporting	Gmail		TIR Missed:	No	0.00
Help Desk		Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed:	No	0.00
INC000000517049	Melissa Little	None	None	None		TIR Missed:	Yes	3.12
Metro C Desktop Support		Chad D Fowers	Human Resource Management	Low	Closed	TTR Missed:	Yes	10.05
INC000000517086	Bill Brandon	Application	Password	Novell GroupWise		TIR Missed:	No	0.06
Help Desk		James Stearns	Human Resource Management	Low	Closed	TTR Missed:	No	0.06
INC000000517308	Jay Jensen	None	None	None		TIR Missed:	No	0.27
Metro A Desktop Support		Edward Fortner	Human Resource Management	Low	Closed	TTR Missed:	No	0.75
INC000000517473	Jay Jensen	Application	None	Microsoft Word		TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	Human Resource Management	Low	Closed	TTR Missed:	No	0.25
INC000000517591	Debbie Martinez-Orth	PC/Laptop	None	None		TIR Missed:	No	0.00
Metro A Desktop Support		Mike Wilde	Human Resource Management	Low	Closed	TTR Missed:	No	0.32
INC000000517751	Sharyn Dobson	None	None	None		TIR Missed:	Yes	5.80
Capitol Desktop Support		Brian Bintz	Human Resource Management	Low	Closed	TTR Missed:	No	5.80
INC000000517849	Peggy Romney	None	None	None		TIR Missed:	No	0.00
Metro B Desktop Support		Annice Valdez	Human Resource Management	Low	Closed	TTR Missed:	No	0.03
INC000000518033	Jay Jensen	Application	Error	Microsoft Word		TIR Missed:	No	0.00
Metro A Help Desk		Cindy Schroeder	Human Resource Management	Low	Closed	TTR Missed:	No	0.25
INC000000518110	Matthew Romney	Application	Error	Adobe Acrobat		TIR Missed:	No	0.16
Capitol Desktop Support		Brian Bintz	Human Resource Management	Low	Closed	TTR Missed:	No	2.04
INC000000518258	Bill Brandon	None	None	None		TIR Missed:	No	0.00
Capitol Desktop Support		Brian Bintz	Human Resource Management	Low	Closed	TTR Missed:	No	0.02

Human Resource Management

INC000000518260	Sharyn Dobson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.02
INC000000518264	Sharyn Dobson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.05
INC000000518269	Bill Brandon	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.02
INC000000518585	Monica Jimenez	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000518658	Trish Anderson	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Human Resource Management	Low	Closed	TTR Missed: No	3.39
INC000000518679	Wendy Peterson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.03
INC000000518725	Kathryn Medina	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.32
	Metro B Desktop Support	Bill Crowther	Human Resource Management	Low	Resolved	TTR Missed: No	0.32
INC000000518751	Cole Gilmore	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.03
INC000000518878	Bryan Embley	PC/Laptop	None	None		TIR Missed: No	0.02
	Metro C Desktop Support	Chad D Fowers	Human Resource Management	Low	Resolved	TTR Missed: No	0.02
INC000000519127	Jeffie Dickerson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.68
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	1.16
INC000000519185	Alan Owens	Telecom	Voice Mail	Telephone		TIR Missed: No	0.51
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Resolved	TTR Missed: No	1.46
INC000000519325	Kimball Tanner	Application	Error	None		TIR Missed: Yes	1.07
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	4.84
INC000000519755	Sharyn Dobson	Telecom	Dial Tone	None		TIR Missed: No	0.02
	Voice/Data/WAN Services	Spencer Blodgett	Human Resource Management	Low	Resolved	TTR Missed: No	0.02
INC000000520341	Brooke Baker	Application	None	Microsoft Excel		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed: No	0.53
INC000000521108	Patricia M Kingsbury	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000521111	Denice Graham	Application	None	Novell GroupWise		TIR Missed: Yes	2.15
	Application Services	Paul Lundell	Human Resource Management	Low	Resolved	TTR Missed: No	2.21
INC000000521144	Linda Beus	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.21
	Metro D Desktop Support	Dusty Serr	Human Resource Management	Low	Resolved	TTR Missed: No	2.31

Human Resource Management

INC000000521537	Jay Jensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000521578	Kelly Chinn	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000521600	Glenn Parsons	Storage	None	None		TIR Missed: No	0.80
	Metro D Hosting	David Hert	Human Resource Management	Low	Resolved	TTR Missed: No	3.82
INC000000521858	Paul Edlefsen	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed: No	0.08
INC000000521866	Paul Edlefsen	Application	Error	None		TIR Missed: No	0.12
	Metro B Desktop Support	Bill Crowther	Human Resource Management	Low	Resolved	TTR Missed: No	0.12
INC000000521881	Patricia M Kingsbury	Application	Password	PGP		TIR Missed: No	0.24
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	1.79
INC000000521896	Patricia M Kingsbury	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000521920	Alan Owens	Telecom	None	Telephone		TIR Missed: No	0.72
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Resolved	TTR Missed: No	1.05
INC000000522069	Jeffie Dickerson	Application	None	Novell GroupWise		TIR Missed: Yes	1.11
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	2.06
INC000000522098	Monica Jimenez	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000523454	Terry Haywood	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000523529	Tami Hart	Network	Error	None		TIR Missed: No	0.18
	Metro B Desktop Support	Stephanie Young	Human Resource Management	Low	Resolved	TTR Missed: No	0.85
INC000000523548	Ashley Nelsen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000523551	Ashley Nelsen	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000523712	Kaye Crawford	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.23
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Resolved	TTR Missed: No	0.23
INC000000523804	Alan Owens	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Resolved	TTR Missed: No	0.16
INC000000524348	Debbie Martinez-Orth	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.09
	Metro A Help Desk	Liz Evans	Human Resource Management	Low	Resolved	TTR Missed: No	0.29

Human Resource Management

INC000000524559	Kathryn Medina	PC/Laptop	Hardware	None		TIR Missed: No	0.05
Metro B Desktop Support	Ken Bolkcom	Human Resource Management	Low	Resolved	TTR Missed: No	0.36
INC000000524776	Sharon Reynolds	Telecom	Dial Tone	None		TIR Missed: No	0.69
Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Resolved	TTR Missed: No	1.55
INC000000524993	Cathy Lewis	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Tracy VanderVaart	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000525019	Debbie Martinez-Orth	Network	Error	None		TIR Missed: No	0.00
Metro A Desktop Support	Adam Staks	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000525077	Alan Owens	Telecom	Voice Mail	Telephone		TIR Missed: No	0.13
Voice Operations	Julie Sabato	Human Resource Management	Low	Resolved	TTR Missed: No	0.46
INC000000525099	Enid Bourgeois	Telecom	Voice Mail	Telephone		TIR Missed: No	0.29
Voice Operations	Julie Sabato	Human Resource Management	Low	Resolved	TTR Missed: No	0.29
INC000000525321	Kim Diamond-Smith	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Resource Management	Low	Resolved	TTR Missed: No	0.10